



Municipal Services Bill

Charges effective February 1, 2015

The Milwaukee Municipal Services Bill includes nine charges for Milwaukee city services and Milwaukee Metropolitan Sewerage District (MMSD) services. The City's drinking water utility billing system manages the billing and forwards the collected charges to the City Treasurer for distribution to other city departments and the MMSD. The charges are outlined here in the order in which they appear on the Municipal Services Bill. Residential and smaller commercial customers are billed quarterly; larger commercial accounts are billed monthly.

Milwaukee Water Works -- Water Charges

The Milwaukee Water Works provides drinking water service and billing for Milwaukee, Greenfield, Hales Corners, St. Francis, and West Milwaukee. Water charges for these retail service communities are shown below.

We sell water service at a wholesale rate to utilities in Brown Deer, Butler, Greendale, Menomonee Falls, Mequon, New Berlin, Shorewood, Thiensville, Wauwatosa, West Allis, and the Milwaukee County Grounds. These communities operate their own water utilities and bill their customers. Contact municipal offices in these communities for water charges.

Water Service Charge This is a fixed charge based on the size of the water meter. The charge pays for installation, repair, maintenance, and reading of water meters; billing, and customer service. The Public Fire Protection Charge covers the capital cost of installing water mains to handle fire flow demands as well as the maintenance expense of fire hydrants.

Quarterly Billing Water Service Charges -- City of Milwaukee customers

Residential and some smaller commercial customers are billed quarterly. Meters in the size range of 1" to 12" are typically used in commercial and industrial applications.

Size of Meter in inches	Water Service Charge	Public Fire Protection	Total Water Service Charge
5/8" or 3/4" single family home or duplex	\$16.95	\$8.72	\$25.67
1"	\$27.88	\$21.79	\$49.67
1-1/4"	\$27.88	\$21.79	\$49.67
1-1/2"	\$47.97	\$43.58	\$91.55
2"	\$73.58	\$69.73	\$143.31
3"	\$120.86	\$130.75	\$251.61
4"	\$184.40	\$217.91	\$402.31
6"	\$329.21	\$435.82	\$765.03
8"	\$501.11	\$697.32	\$1,198.43
10"	\$727.20	\$1,045.97	\$1,773.17
12"	\$953.29	\$1,394.63	\$2,347.92

Quarterly Billing Water Service Charges -- Greenfield, Hales Corners, St. Francis

Size of Meter in inches	Water Service Charge	Public Fire Protection	Total Water Service Charge
5/8" or 3/4" single family home or duplex	\$21.19	\$10.90	\$32.09
1"	\$34.85	\$27.24	\$62.09
1-1/4"	\$34.85	\$27.24	\$62.09
1-1/2"	\$59.96	\$54.48	\$114.44
2"	\$91.98	\$87.16	\$179.14
3"	\$151.08	\$163.44	\$314.52
4"	\$230.50	\$272.39	\$502.89
6"	\$411.51	\$544.78	\$956.29
8"	\$626.39	\$871.65	\$1,498.04
10"	\$909.00	\$1,307.46	\$1,216.46
12"	\$1,191.61	\$1,743.29	\$2,934.90

Quarterly Billing Water Service Charges -- West Milwaukee

Size of Meter in inches	Water Service Charge	Public Fire Protection	Total Water Service Charge
5/8" or 3/4" single family home or duplex	\$21.19	\$8.42	\$29.61
1"	\$34.85	\$21.04	\$55.89
1-1/4"	\$34.85	\$21.04	\$55.89
1-1/2"	\$59.96	\$42.08	\$102.04
2"	\$91.98	\$67.33	\$159.31
3"	\$151.08	\$126.25	\$277.33
4"	\$230.50	\$210.42	\$440.92
6"	\$411.51	\$420.84	\$832.35
8"	\$626.39	\$673.34	\$1,299.73
10"	\$909.00	\$1,010.01	\$1,919.01
12"	\$1,191.61	\$1,346.69	\$2,538.30

Monthly Billing Water Service Charges -- City of Milwaukee customers

Large commercial customers are billed monthly. Residential customers are billed quarterly. Meters in the size range of 1" to 12" are typically used in commercial and industrial applications.

Size of Meter in inches	Water Service Charge	Public Fire Protection	Total Water Service Charge
5/8" or 3/4" single family home or duplex	\$5.65	\$2.91	\$8.56
1"	\$9.29	\$7.26	\$16.55
1-1/4"	\$9.29	\$7.26	\$16.55
1-1/2"	\$15.99	\$14.53	\$30.52
2"	\$24.53	\$23.24	\$47.77
3"	\$40.29	\$43.58	\$83.87
4"	\$61.47	\$72.64	\$134.11
6"	\$109.74	\$145.27	\$255.01
8"	\$167.04	\$232.44	\$399.48
10"	\$242.40	\$348.66	\$591.06
12"	\$317.76	\$464.88	\$782.64

Monthly Billing Water Service Charges -- Greenfield, Hales Corners, St. Francis

Large commercial customers are billed monthly. Residential customers are billed quarterly. Meters in the size range of 1" to 12" are typically used in commercial and industrial applications.

Size of Meter in inches	Water Service Charge	Public Fire Protection	Total Water Service Charge
5/8" or 3/4" single family home or duplex	\$7.06	\$3.63	\$10.69
1"	\$11.61	\$9.08	\$20.69
1-1/4"	\$11.61	\$9.08	\$20.69
1-1/2"	\$19.99	\$18.16	\$38.15
2"	\$30.66	\$29.05	\$59.71
3"	\$50.36	\$54.48	\$104.84
4"	\$76.84	\$90.80	\$167.64
6"	\$137.18	\$181.59	\$318.77
8"	\$208.80	\$290.55	\$499.35
10"	\$303.00	\$435.82	\$738.82
12"	\$397.20	\$581.10	\$978.30

Monthly Billing Water Service Charges – West Milwaukee

Large commercial customers are billed monthly. Residential customers are billed quarterly. Meters in the size range of 1" to 12" are typically used in commercial and industrial applications.

Size of Meter in inches	Water Service Charge	Public Fire Protection	Total Water Service Charge
5/8" or 3/4" single family home or duplex	\$7.06	\$2.81	\$9.87
1"	\$11.61	\$7.01	\$18.62
1-1/4"	\$11.61	\$7.01	\$18.62
1-1/2"	\$19.99	\$14.03	\$34.02
2"	\$30.66	\$22.44	\$53.10
3"	\$50.36	\$42.08	\$92.44
4"	\$76.84	\$70.14	\$146.98
6"	\$137.18	\$140.28	\$277.46
8"	\$208.80	\$224.45	\$433.25
10"	\$303.00	\$336.67	\$639.67
12"	\$397.20	\$448.90	\$846.10

Water Usage Charge This charge is based on the volume of water used. It pays for operation and improvement of water purification and pumping facilities.

Water meters measure usage in units called Ccf, which stands for 100 cubic feet. One Ccf of water equals 748 gallons of water. To calculate water usage in gallons, multiply the number of Ccf by 748. The typical person in Milwaukee uses 10 Ccf of water per quarter. Multiply 10 by the number of people in your household to give you the number of Ccf of water used in one quarter (for example, 4 people x 10 = 40 Ccf). If you are using much more than 10 Ccf per person per quarter, you may have water leaks.

The Milwaukee Water Works offers commercial and industrial customers a declining block rate in which the charge per volume of water decreases as water usage increases. The declining block is appropriate where there is ample water supply and treatment capacity. Water used is returned to Lake Michigan.

	Milwaukee		Greenfield, Hales Corners and St. Francis		West Milwaukee
Water Usage	Resident	All Other	Resident	All Other	All Customers
First 100 Ccf	\$1.96	\$1.99	\$2.45	\$2.49	\$1.13
Next 4,900	\$1.96	\$1.99	\$2.45	\$2.49	\$1.10
Next 15,000	\$1.96	\$1.28	\$2.45	\$1.60	\$0.99
Over 20,000	\$1.96	\$1.15	\$2.45	\$1.44	\$0.93

Water charges are authorized by the Public Service Commission of Wisconsin, Docket 3720-WR-108, effective November 1, 2014.

Water rates are determined by the Public Service Commission of Wisconsin (PSC) and are intended to ensure the financial stability of the utility and fair value for customers. Water rates were authorized by PSC Docket 3720-WQ-108, effective Nov. 1, 2014.

Milwaukee Metropolitan Sewerage District (MMSD) -- Sewer Treatment Charges

These charges are billed on behalf of the Milwaukee Metropolitan Sewerage District for treating wastewater, effective Feb. 1, 2015.

MMSD Sewer Treatment Service Charge This charge is a fixed charge based on the size of the water meter.

The residential service charge for a water meter sized 5/8" or 3/4" is **\$14.76 per quarter**.

The commercial service charge is based on the size of the water meter:

Meter Size	Service Charge Per Quarter	Service Charge Per Month
¾ inch or smaller	\$18.86	\$6.29

1 inch to 1-¼ inch	\$25.04	\$8.35
1-½ inch	\$34.31	\$11.44
2-inch	\$44.61	\$14.87
3-inch	\$77.06	\$25.69
4-inch	\$141.43	\$47.14
6-inch	\$238.25	\$79.42
8-inch	\$358.25	\$119.42
10-inch	\$528.71	\$176.24
12-inch	\$787.24	\$262.41

MMSD Sewer Treatment Usage Charge The charge is **\$1.37 per Ccf of water used**.

The residential charge is based on the water used during the first quarter of each year (referred to as winter usage).

If water use is less than winter usage for the next three quarters, then the lower of the actual water Ccf or 21 Ccf is used to calculate the charge. The winter quarter is the three-month period ending in February, March, or April, depending on the billing cycle for the account.

The commercial charge is calculated using actual water use each billing period. Commercial customers who use a large quantity of water but do not discharge all of it to the sewerage system may be certified by MMSD for a discounted charge. Call MMSD at (414) 272-5100.

Milwaukee Municipal Service Charges

These charges are billed to all developed property, including tax-exempt property, occupied and vacant property, and undeveloped lots. Charges for Storm Water Management, Solid Waste, and Snow and Ice Removal continue to be billed to a property even after water service is turned off at the curb. Depending on when the water service was turned off, water and sewer charges may appear on the first bill after the turn-off occurred.

Local Sewerage Charge This charge is based on the amount of water used in the billing period. The charge is **\$1.38 per Ccf of water used**. The charge is used to pay for maintaining city sanitary sewers that carry waste to the MMSD.

The **residential charge** is calculated like the MMSD Sewer Treatment Usage Charge, based on the winter quarter water usage.

The **commercial charge** is based on 100% of the water used each billing period. Commercial customers who use a large quantity of water but do not discharge all of it to the sewerage system may be certified by MMSD for a discounted charge. Call MMSD at (414) 272-5100.

Storm Water Management Charge This charge for maintenance of storm sewers is based on the amount of hard surface area of a property. A typical residential property has an average hard surface area of 1,610 square feet. This amount is called an Equivalent Residential Unit (ERU). One ERU=1,610 sq. ft. The ERU is used to calculate the charge for non-residential property.

Residential buildings (one to four dwelling units in a house, apartment, or condominium) are considered to have one ERU and are billed **\$17.96 per quarter or \$71.84 per year**.

Non-residential developed property, buildings with more than four residential units, and vacant improved property. These are billed based on the amount of hard surface area of the property. Calculate the number of ERUs for a property by dividing the square footage of hard surface of the property by 1,610. **Condominium associations** are charged based on the amount of hard surface area of the entire property. The charge is billed quarterly to the condominium association.

For commercial customers billed quarterly, the charge is **\$17.96 per ERU per quarter**.

For commercial customers billed monthly, the charge is **\$5.99 per ERU per month**.

Solid Waste Charge This charge partially pays for garbage collection. Collection costs also are partially financed by the City of Milwaukee property tax. The charge is **\$48.60 per quarter** per residential unit for one-, two-, three- and four-family dwelling units, including vacant units. As applicable to non-residential property, the charge is \$48.60 per cubic yard.

Extra Garbage Cart Charge This charge is issued for each extra garbage cart you use beyond one cart. This applies to more than one garbage cart per unit for one-, two-, three-, and four-family dwelling units. The charge is **\$15.00 per quarter per cart**. There is no charge for extra recycling carts. To request removal of extra garbage carts or to request an additional recycling cart, please call (414) 286-CITY (286-2489).

Snow and Ice Removal Charge This charge partially offsets the costs of plowing and salting streets. Customers billed quarterly see the charge on the fourth quarter bill and commercial customers billed monthly see the charge on the October bill. The charge is **\$0.9155 per foot of street frontage of the property**. For residential property with multiple street frontages such as a corner lot, the shortest frontage is used to calculate the charge. For non-residential property, including tax-exempt property, the total street frontage is used to calculate the charge.

Account and Payment Information

View bills, meter readings, billing and payment history, and water usage chart at www.milwaukee.gov/water, select Account Information.

Mail payments: Make check or money order payable to **Milwaukee Water Works** and mail it to P.O. Box 3268, Milwaukee, WI 53201-3268 .

Pay in person: Municipal Building, 841 N. Broadway, Room 406, Monday – Friday, 7:30 a.m. – 5:00 p.m. or City Treasurer’s Office, City Hall, 200 E. Wells St., Monday-Friday 8:15 a.m. to 4:30 p.m.

A convenience charge applies for payments made by phone and online using credit cards and eCheck.

Pay by Phone Call Customer Service at (414) 286-2830 to speak with a representative, or use the Interactive Voice Response system. *The PSC requires the utility to pass the convenience fee for the telephone payment service provided by U.S. Bank to customers who use the service. The fee for credit cards is 3.95% of the payment. The fee for eCheck telephone payment is \$4.50 per transaction. Generally, the City of Milwaukee does not issue refunds for these payments.*

Online Payment Make a one-time payment online with MasterCard, Discover Card or eCheck (electronic check) At www.milwaukee.gov/water, select Account Information and enter your account number. The credit card-only option accepts payments using only MasterCard or Discover Card. The eCheck option allows payment directly from a checking or savings account. An email address is required so we may acknowledge the payment. *The PSC requires the utility to pass the convenience fee for the online payment service provided by U.S. Bank to customers who use the service. The fee for credit cards is 2.35% of the payment. The fee for online eCheck service is \$0.75 per transaction. Generally, the City of Milwaukee does not issue refunds for these payments.*

Automatic pay plan Have payment of bills automatically withdrawn from your bank account. Partial payment of a bill is not available with this option. Register at www.directpaymentplan.com or request a form to mail from Customer Service at (414) 286-2830.

The Milwaukee Water Works will automatically withdraw the amount due each billing from your account; you will not have to write a check. You will continue to receive a paper copy of your bill. Please allow six to eight weeks for the service to take effect. When it does, you will be notified on your bill. To change your banking information or cancel the authorization, call Customer Service at (414) 286-2830.

Application of partial payments Partial payments are applied in the following order, from oldest outstanding amounts due to current bills:

1. Water charges
2. MMSD sewer treatment charges
3. City sewer charges
4. Solid waste charges
5. Snow and Ice charges

If the account is paid in full but there is a further payment to apply, the credit will be applied to the water portion of the account.

Late payment charge If payment is not received by the due date, a late payment charge of 5% water charges and 3% for other charges will be added to the bill. If necessary to transfer unpaid balances to the property tax bill for collection, a fee of 10% will be added to the amount transferred. **For accounts billed monthly**, the late payment charge is 1.67% for unpaid water charges and 1% for all other unpaid charges.

Change of Address Request a mailing address change by calling Customer Service at (414) 286-2830.

Appeals Processes

Report disputes or discrepancies on your bill by calling Customer Service at (414) 286-2830 prior to the next billing date. If you are not able to resolve your complaint about *water charges* with the Milwaukee Water Works, call the Public Service Commission of Wisconsin (PSC) at 800-225-7729. To appeal payment of *any other charges*, pay the charge when it comes due but note on the payment it is paid "under protest." Within 20 days after payment, file a complaint with the City of Milwaukee Commissioner of Public Works with the reasons for objection and the amount of the overcharge of your complaint.

Payment arrangements: When circumstances prevent you from paying your bill in full, please call us at (414) 286-2830 to discuss the possibility of payment arrangements.

We offer resources to help you find and fix leaks and save money and water. Visit our website or call us to learn more.

Miscellaneous Charges (this information is not on the back of bill but it is in the Muni Svc Bill brochure)

Returned item charge \$35.00 This charge is applied to the account whenever a payment is returned by our bank for any reason.

Interim meter readings taken by utility staff \$35.00 per reading In situations where such readings (taken between regular readings) are required for real estate closings, change in tenancy, etc., we accept a reading made by the customer. This charge applies whenever the customer asks the utility to make the reading.

Copies of bills For bills older than two years from the request date, you must make an Open Records request by email to watwebcs@milwaukee.gov. We will send you an invoice that must be paid before you receive the items. The charge is \$3.00 per bill.

Final bill charge \$35.00 per reading This charge applies whenever a customer makes a request for a final bill for an account. A meter read is required.

Investigation charge \$40.00 per investigation following the first free investigation Investigations have been performed by the utility as a courtesy, generally to identify leaks. The investigations are scheduled in advance and the customer is advised to be present to provide access to the building. At times, the customer fails to be present or is unable to provide full access. If an additional investigation is requested within a short period of time under circumstances that do not warrant the additional effort, the account will be charged. The charge would also be made for a second or subsequent investigation scheduled within a three-month period.

Missed Appointment \$60.00 For the first missed appointment for a Meter Read or Distribution service during normal business hours, there is no charge. For all additional missed appointments, there is a \$60.00 charge.

Meter Reset Charge \$50.00 for appointments Monday-Saturday between 8:00 a.m.-4:30 p.m. and **\$75.00** for appointments Monday-Saturday after 4:30 p.m. There are no appointments on Sunday.

Water Turn on Request \$50.00 for appointments at any time Monday-Friday and **\$75.00** for appointments at any time on Saturday and Sunday.

Milwaukee Water Works Customer Service Center

Zeidler Municipal Building 841 N. Broadway, Fourth Floor Milwaukee, WI 53202

Monday – Friday, 7:30 a.m. – 5:00 p.m.

Telephone (414) 286-2830

Para una explicación en español, por favor llame al (414) 286-2830.

Fax (414) 286-5452

TDD (414) 286-8801

Non-emergency email: watwebcs@milwaukee.gov

For other City of Milwaukee inquiries, please call the Unified Call Center at (414) 286-CITY, (414) 286-2489.

For water emergencies, please call the Milwaukee Water Works 24-hour Control Center at (414) 286-3710.

Website www.milwaukee.gov/water

The Milwaukee Water Works is a national leader in providing pure, safe drinking water.

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